

Role Title

Ref No - 19/11/323

Exams Operations Support Executive
Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administrative	2	Dhaka	Indefinite	Test Day Manager

Role purpose

The purpose of this role is to provide admin and logistic assistance to the 'test day' team to deliver exams. The role holder will be the point of contact for Venues/Venue Supervisors on the exam day. The role holder will also provide support for venue staff management.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries.

We work with over 100 countries across the world in arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications

Geopolitical/SBU/Function overview:
Bangladesh Examinations

Our Examinations work focuses on providing access to high quality UK qualifications. Bangladesh is one of the top 10 exams businesses in the British Council

We deliver 135-140,000 exams a year. 70% of this volume are O and A levels, with most of the rest being IELTS. There is a growing Aptis sector, and a wide range of professional and university exams. We have recently begun delivering computer-based tests for the ACCA and IELTS.

Main opportunities/challenges for this role:

- Working with new systems and processes
- Working with all exam products in one role (process-centred, not product centred)
- This role will have the opportunity of working for all the exam products giving a chance to learn about different UK and non-UK exam bodies

Main Accountabilities:

- Assist the test day team in arranging transport and technical and non-technical equipment needed on test days – signage / banners / Exam Desk Management and Exam Venue Management / microphones and sensors / technology for computer delivered tests; IELTS / ACCA / APTIS
- Assisting the team in organising venue staff payments for internal and external suppliers to British Council financial standards
- Verify school and IELTS exam payments

- Using British Council's technology to allocate venue staff and examiners to tests
- Providing support to the wider Exams team when capacity is an issue at peak times
- Maintaining good working relationships with related stakeholders- Venue Staff, Venue and equipment suppliers
- Escalating any concerns relating to Child Protection (CP) to the CP Focal Point and/ or Senior Manager as appropriate

Key Relationships:

Internal

Test Day Manager and Officers, CMR & Logistics Manager and Officers, Customer Services, Finance and Resources team

External

Examiners, Venue Staff; Venue and venue equipment suppliers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Bangladeshi passport holder or legally entitled to work in Bangladesh.	Shortlisting
Direct contact or managing staff working with children?	Yes	Shortlisting and/or Interview
Notes	ID, local/international police record check, qualification and reference checks are required for external candidates. This post holder has a scope to work with children directly and indirectly. Therefore, s/he needs to understand the importance of child protection and ensure that Child Protection policy and procedures are in place to offer maximum protection of children and young people at all relevant events and activities and will ensure compliance with British Council Child Protection policy.	Shortlisting
Person Specification:		Assessment stage
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
English Language equivalent to CEFR B1 Level		Shortlisting and Interview
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
12 years of education.	Graduate in any subject	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Some formal or informal experience of working in a busy operational environment delivering high levels of customer service ▪ Ability to ensure compliance, risk and security 	<ul style="list-style-type: none"> ▪ Experience of working in an admin support role in operational delivery team ▪ Experience working in Exams 	Shortlisting and/or Interview

<ul style="list-style-type: none"> standards are monitored and maintained ▪ Ability to work in a way that promotes the safety and wellbeing of children ▪ Experience of working with children 	<ul style="list-style-type: none"> administration ▪ Comprehensive knowledge about examination products and services ▪ Experience of supporting on delivery of computer-based exams 	
Role Specific Skills		Assessment Stage
Ability to work in a tightly controlled process driven environment		<i>Shortlisting and/or Interview</i>
British Council Core Skills		Assessment Stage
<p>Communicating and Influencing (level 1) - Relates communications to circumstances Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Planning and Organising (level 1) - Is methodical Able to plan own work over short timescales for routine or familiar tasks and processes</p>		<i>Shortlisting and/or Interview</i>
British Council Behaviours		Assessment Stage
<p>Connecting with others (Essential): Making regular opportunities to understand others better</p> <p>Making it happen (Essential): Delivering clear results for the British Council</p> <p>Being Accountable (Essential): Delivering my best work in order to meet my commitments</p> <p>Shaping the future (Essential): Looking for ways in which we can do things better</p>		<i>Interview</i>
Prepared by:		Date:
Anima Tasmia Osman		12 November 2019

“The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”